



**MASTERVOICE**  
UNIFIED COMMUNICATION

**VIRTUAL  
ASSISTANT**



# Nice to meet you. We're MasterVoice




 **20 years**  
of constant development  
MasterVoice designs and develops solutions aimed at optimizing the innovation process.

 **more than 60**  
programmers

MasterVoice is the ideal choice for those who want to rely on a reliable and dynamic partner for their digital transformation.

 **+300%**  
turnover since 2016  
MasterVoice's mission is to create technological innovation that anticipates market needs and boosts your business' productivity.

 **400,000**  
satisfied users  
VOIP PBX and UC suite: voice, video and data with a single interface.



# Unmanaged calls?



Handling phone calls with an operator or a traditional auto responder is not always the best way to meet your customers' needs. Why not?

- ⚡ Someone who calls at **peak hours** will most likely find the phone line **busy**.
- ⚡ **You don't have objective, complete data** on the effective flow of calls that would enable constant analysis and improvement of call management.
- ⚡ If a customer calls **when the operator is not there**, they will not receive any answer. They will only hear **the phone ringing off the hook**.
- ⚡ Someone will always call **outside of business hours** (and no one will pick up!)
- ⚡ Listening to, transcribing, and sorting voicemail messages is a task that takes **time and effort** and is subject to **errors**.
- ⚡ Missed calls and mishandled requests mean **missed opportunities for you**.



# What do we guarantee?



We can help you achieve complete, efficient call flow management, allowing you to meet the expectations of your customers, responding to their requests effectively. Our solution will allow you to:

- ✓ **provide a clear, swift response**, without delays or engaged phone lines
- ✓ **respond at any time**, at your convenience and with no limits
- ✓ access **complete statistics** from a simple, intuitive dashboard, for smoother, more efficient call flow management
- ✓ direct customers to someone **who understands what they need** and can help them meet their requirements



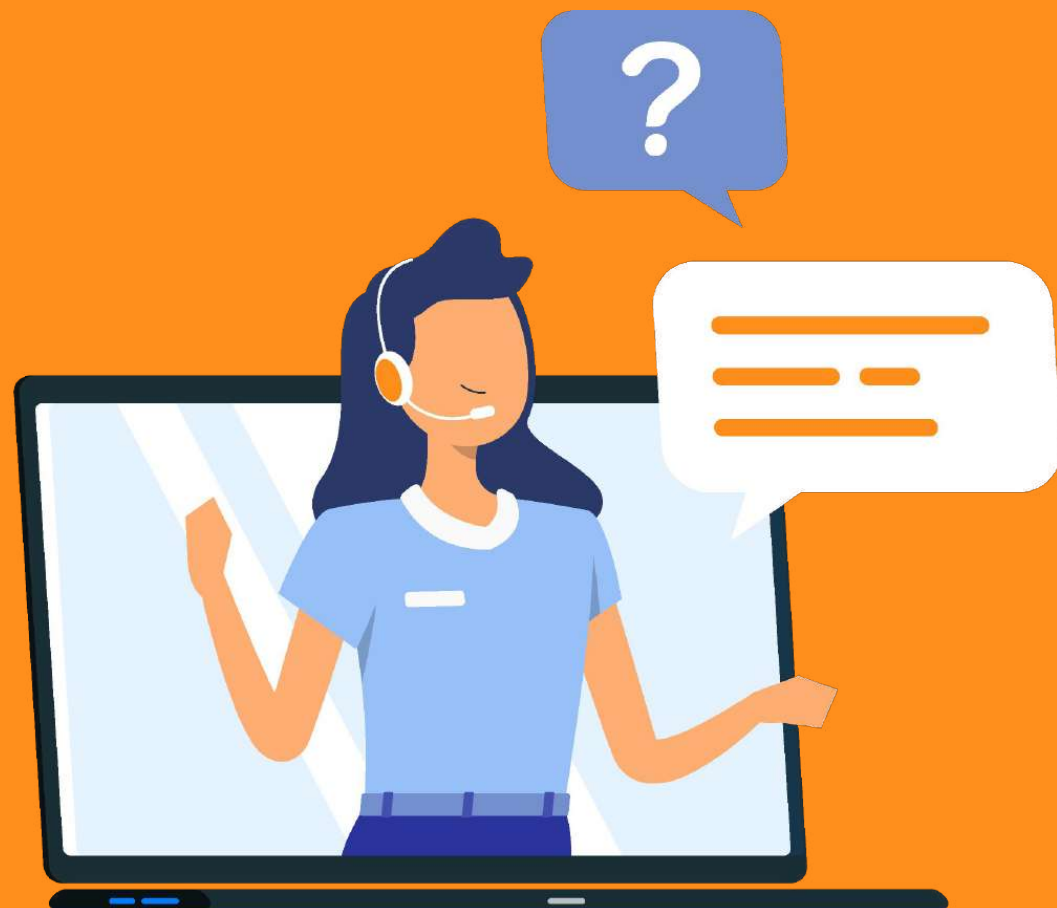
# The solution? MasterVoice's Virtual Assistant

Integrates with any phone system,  
for smart call flow management.  
24/7, multilingual service.





# Always responds, handles all requests



Virtual Assistant is the innovative MasterVoice artificial intelligence system for business calls. Provides a smart response to all incoming calls, however many are received simultaneously, and sorts them as you require, 24/7, in multiple languages.

## Maximum flexibility

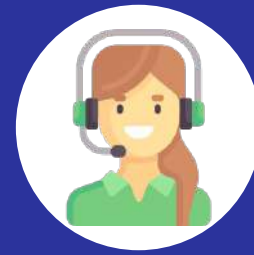
- Integrates with any telephone and management solution already adopted in the company
- Quick and easy to configure based on your needs

## 100% of calls managed

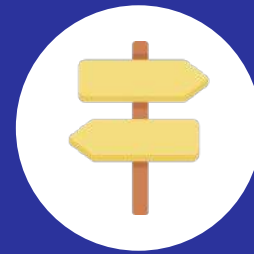
- Deals with all requests, even when the business is closed
- Helps you manage all calls efficiently and effectively even at peak times



# How does it work?



1. **Addresses** the caller with a fully customizable voice and welcome message.



2. **Interacts with the caller** and manages their requests based on the answers received.



3. **Understands** verbal requests and what the caller needs.



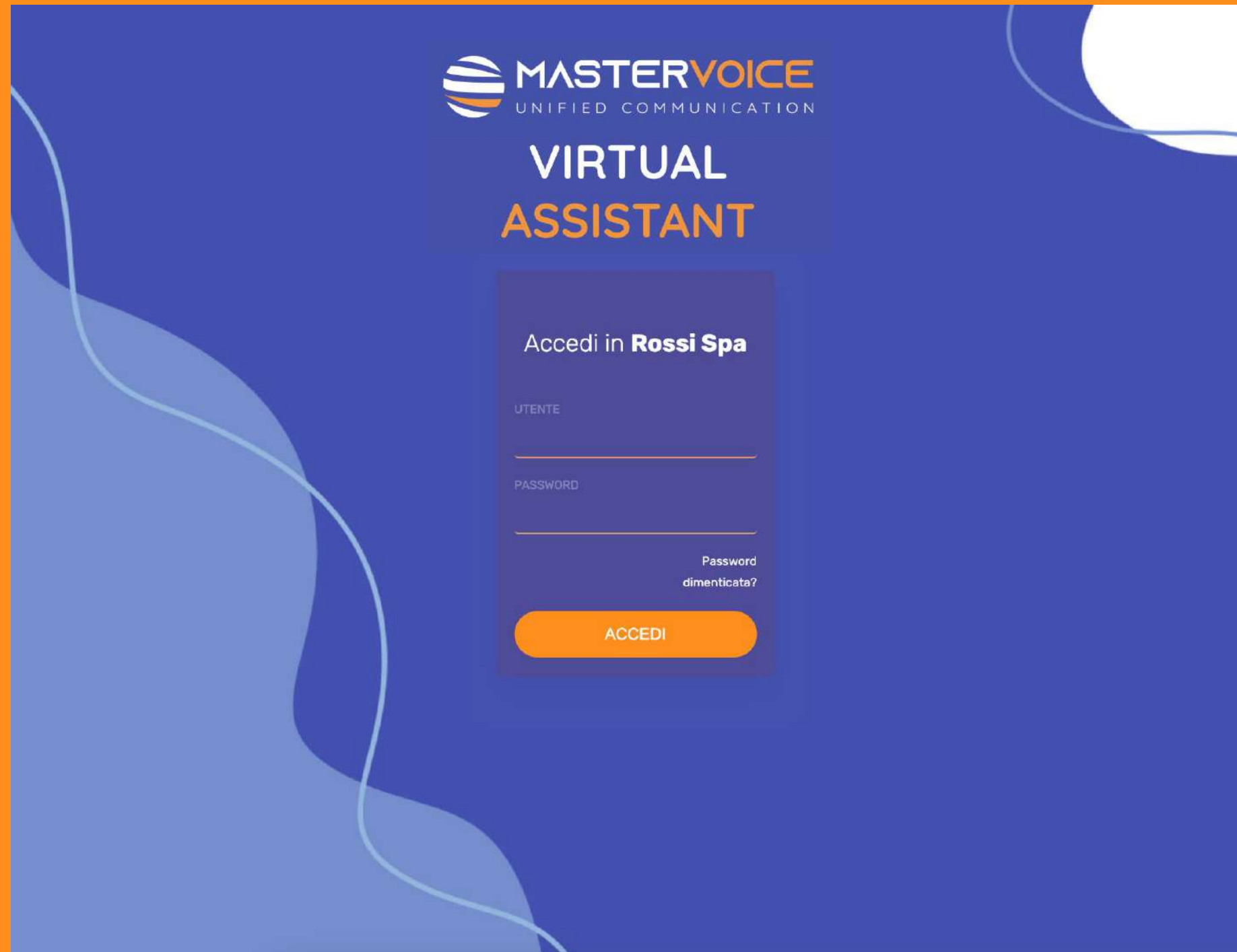
4. **Contacts** the right person or department.



5. **If the extension or department** required is unavailable, sends an e-mail with a transcription of the request.



Access  
anywhere,  
from any  
device



You don't have to install any software.  
**Access via browser**, from any operating system or device, desktop or mobile.





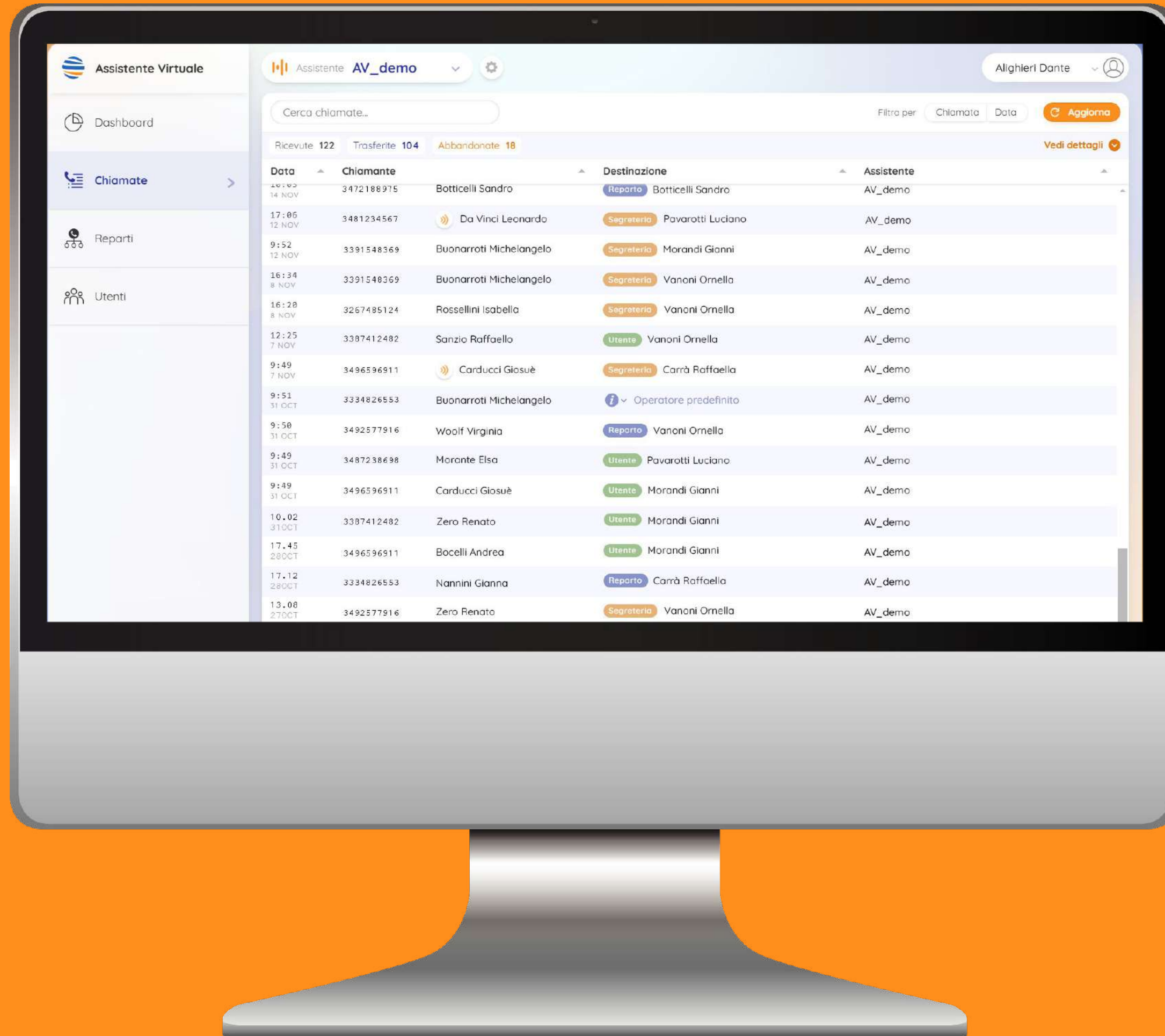
Personalize  
your system,  
and keep  
everything  
under  
control



Through the web interface, you can **set up and manage** the Virtual Assistant in accordance with your needs



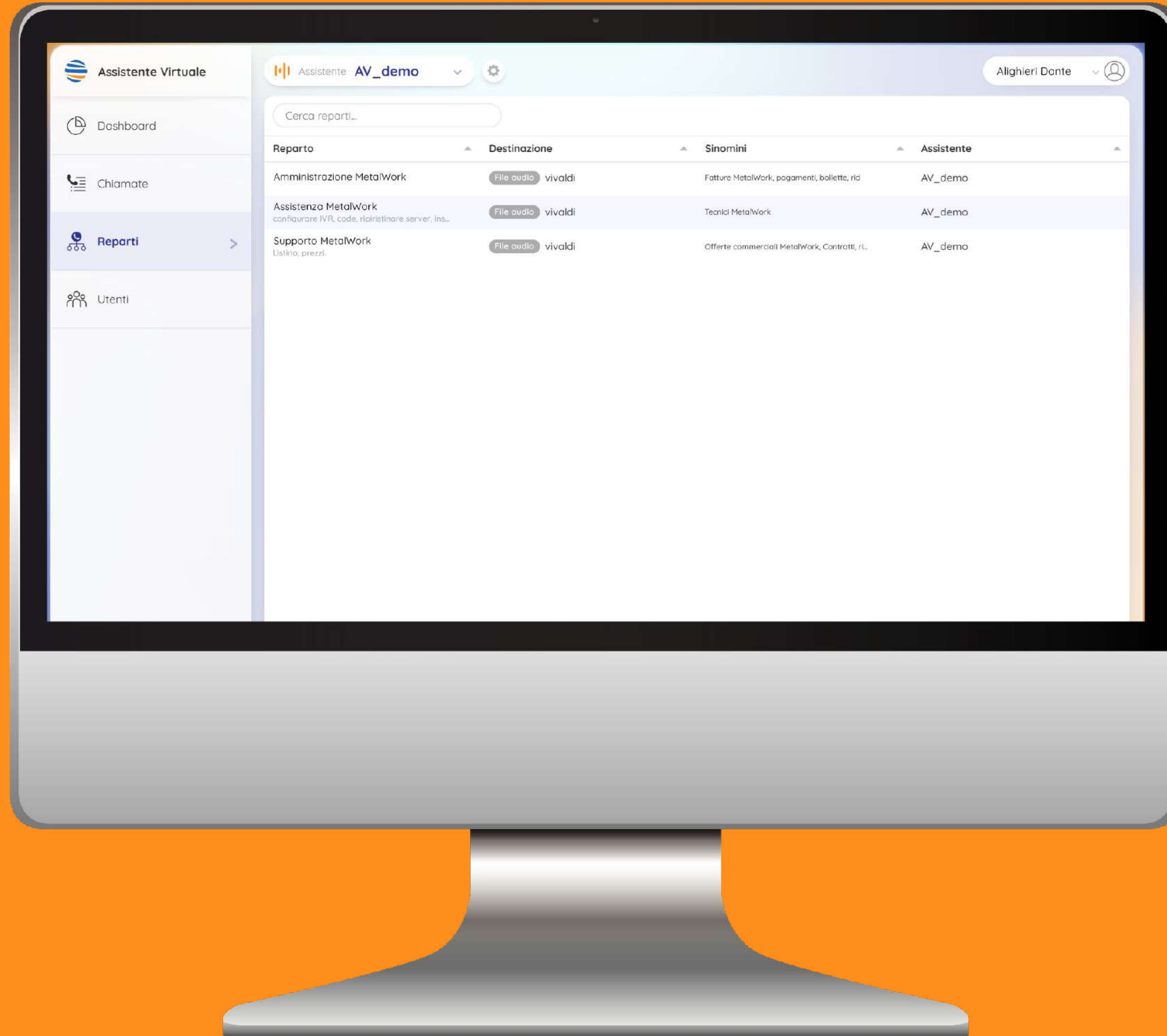
## You decide how to direct calls



Once the extensions and departments have been set according to your needs, **calls will be directed straight to the appropriate offices.**



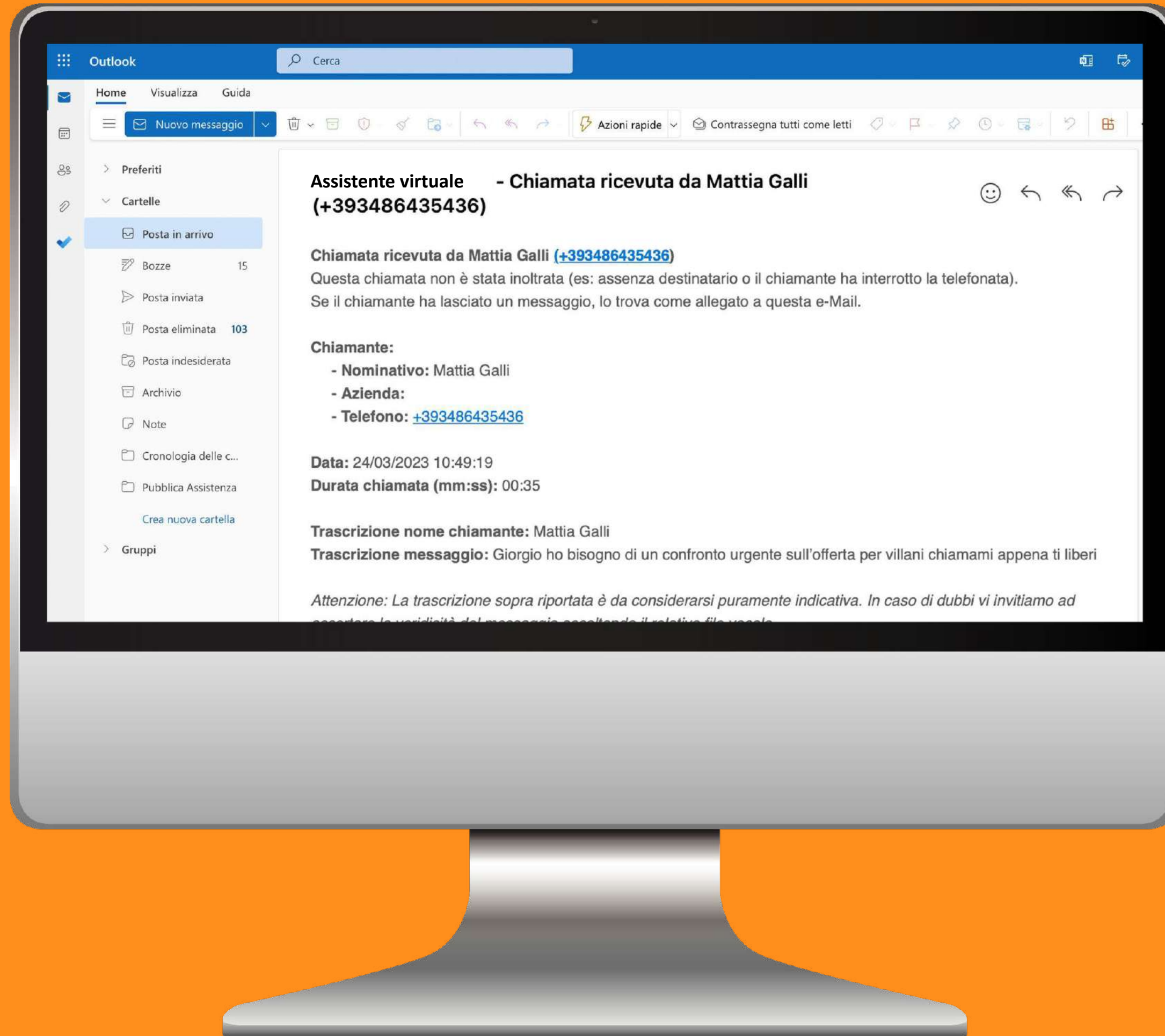
Easily  
recognizes  
the office  
your  
customer is  
trying to  
reach



You can link each department to all the synonyms that identify it. Virtual Assistant will recognise them and transfer the call to the appropriate department.



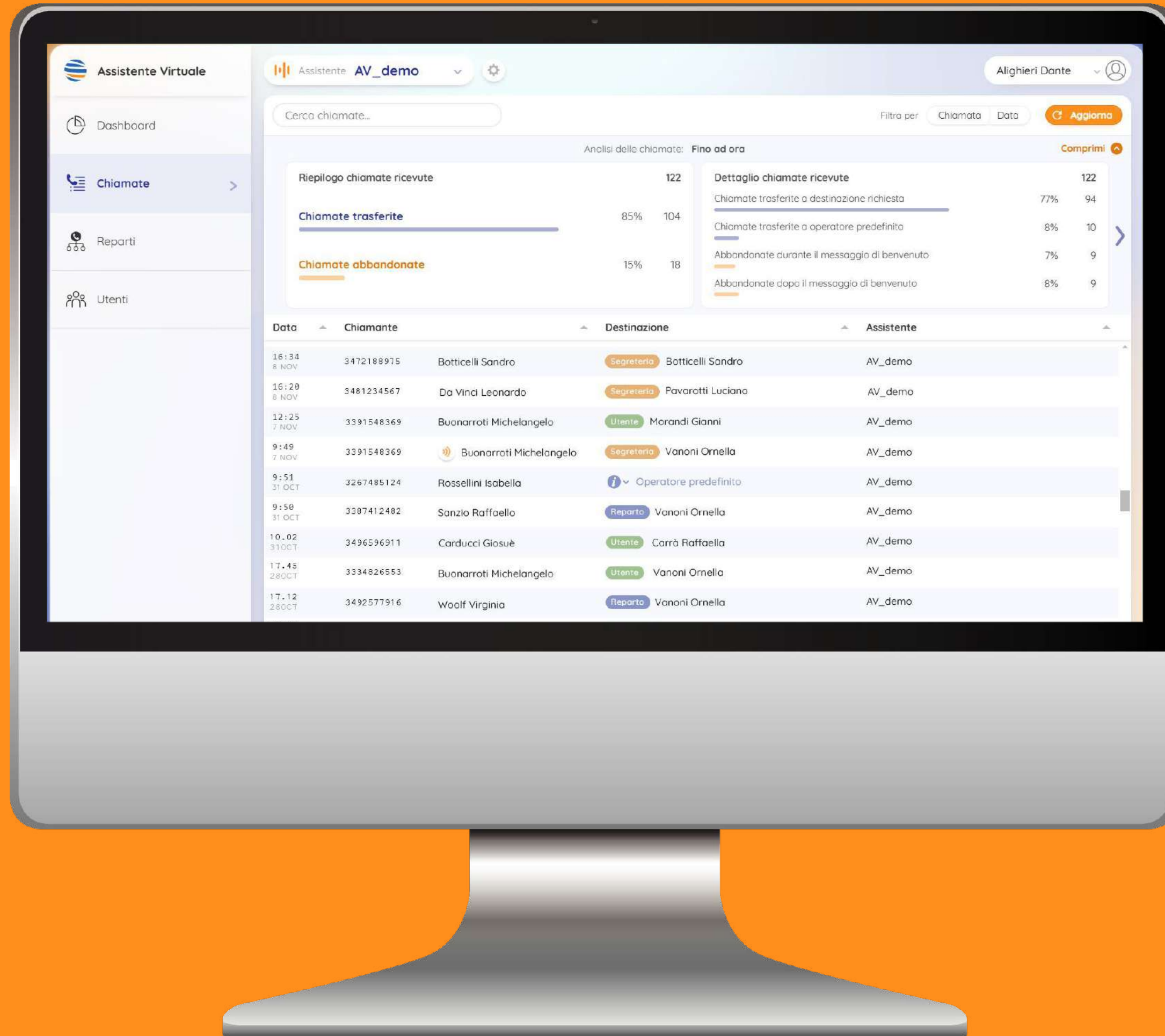
Receive  
email  
transcripts  
of voice  
messages  
left by  
customers



If the business is closed or the desired extension is not available, the Virtual Assistant transcribes the caller's message and emails it to the appropriate office.



Complete  
statistics  
and  
reports



A simple, intuitive dashboard allows you to monitor the flow of calls and intervene to manage them more efficiently.

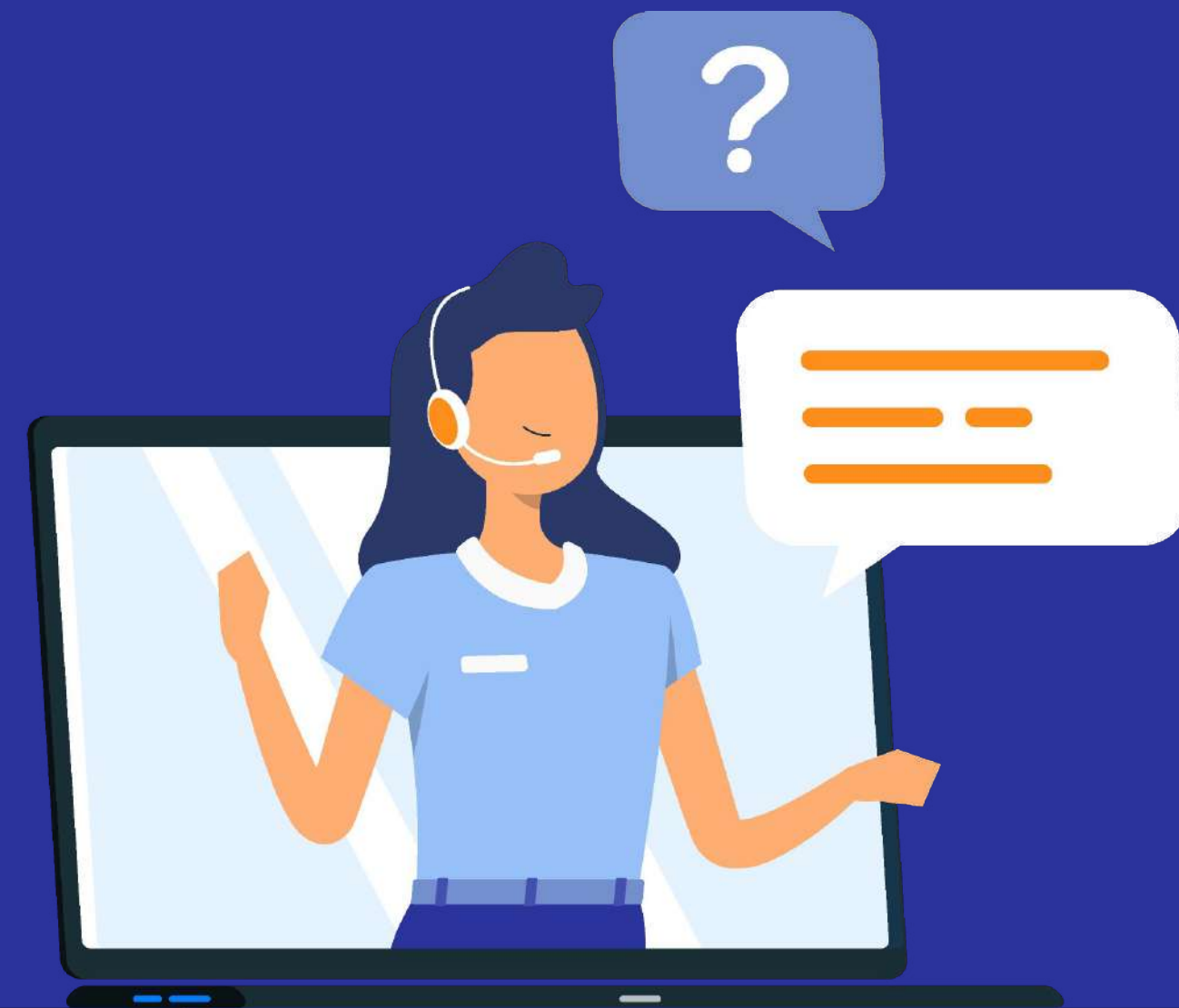
# Standard functions

- Answers all calls, however many are received **simultaneously**, **24/7**, in **multiple languages**.
- **Manages a flow of calls customized** based on the caller.
- **Offers a simple, detailed analysis** of the flow of calls, which can be consulted **in real time from the dashboard**.
- **Integrates with any** telephone and management system used in the company.
- **Recognizes international calls** and customizes the answer according to the desired language.
- For each unanswered call, **takes note of the message, transcribes it** and sends the transcript via email.



# Customized functions

- **Booking management** (e.g. car services, test drives, medical appointments, accommodation, consulting services, ...).
- **Vertical solutions** for car showrooms, groups and hospitality facilities, healthcare facilities and banks.
- **Management of assistance and customer service** procedures, integrated with management systems and CRM systems.
- **Active management of information**, with the possibility to directly process caller enquiries (e.g. regarding costs, opening times, product information, ...).
- **Outbound solutions** (e.g. appointment confirmation, information, advertising campaigns, ...).





# Smart setup



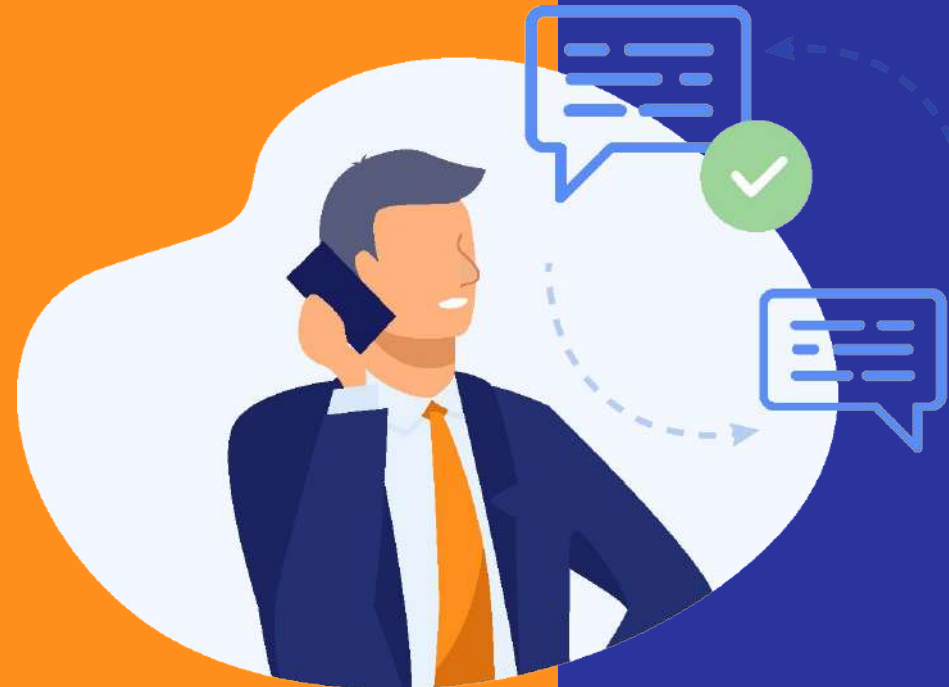
Can be provided without requiring any special interaction with the end user. This makes setting up quick and easy, even in companies with hundreds of users.





# What are the advantages?

More efficient call management, more satisfied customers



## MORE ENGAGEMENT

Improves customer experience through personalized messages and more natural dialogue.



## BEST SERVICE QUALITY

Supports the work of back office operators by avoiding fatigue, slow rhythms and transcription errors.



# Churn rate <1%



Find out what our  
customers say about  
[www.mastervoice.it](http://www.mastervoice.it)

# Thank you!



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